URGENT PRODUCT RECALL

September 12, 2025

Dear Valued McKesson Customer:

Convatec has notified McKesson Medical-Surgical Inc. (MMS) of an Urgent Product Notice regarding one lot of their DuoDerm Extra Thin Dressings. This notice has been issued due to a customer complaint regarding a foreign matter on a product. Affected product first shipped December 12, 2023.

McKesson Medical-Surgical Inc. has taken appropriate action per this notice.

For questions regarding this notification, please contact Convatec at **us.customerservice@convatec.com** .

A review of our records indicates that your company may have purchased items included in this notification. Carefully review the information in this letter and follow the instructions provided below.

Refer to the table below for a list of affected item(s) and lot number(s) distributed by McKesson Medical-Surgical

MMS #	MFG Catalog #	Description	Affected Lot(s)	Exp. Date
187664	187955	DRESSING, DUODERM X-THIN STR 4"X4" (10/BX)	3L4808	N/A

McKesson Customer Instructions:

1.) Immediately discontinue use of any product matching the affected item(s) and lot number(s) listed above. If you have no product matching the affected item(s) and lot number(s), no further action is needed

2.) A copy of the Urgent Product Recall from Convatec has been included for reference.

3.) If you have product affected by this notice, fill out the McKesson Reply Form and return it to our Corporate Customer Service Center via email at MMSRecalls@McKesson.com or fax at **(866) 871-0270**. To ensure timely credit to your account and support the completion of this notice, please respond within 30 days. **Please note**: Credit will only be issued for the affected Lot(s) of the product(s) listed above and entered on the reply form. **Please place a new order for replacement product if there is an immediate need**.

4.) Please dispose of any affected product in your possession in accordance with your institution's policies and procedures.

5.) If you have further distributed any of the item(s) referenced in this notification, provide your accounts with a copy of this notification.

We sincerely apologize for any inconvenience this notice may have caused you and your staff. If you have any questions about information provided in this communication, please contact our **McKesson Medical-Surgical Recall Message Center** at MMSRecalls@McKesson.com or call **(800) 688-8840**.

Thank you for your prompt attention,

McKesson Medical-Surgical Inc.

McKesson Medical-Surgical Inc. September 12, 2025
Drug Recall Reply Form: RC-2025-183
Convatec - DuoDERM Extra Thin Dressings

Complete this reply form and return all pages immediately via email to MMSRecalls@McKesson.com or fax at **(866) 871-0270** should you have affected product.

To ensure timely credit to your account and support the completion of this notice, please respond within 30 days.

Date: _____ Ship to Acct Number: _____

Your Name: _____ Email Address: _____

Phone Number: _____ Fax Number: _____

Account Name: _____

Address: _____

City, State Zip: _____

☐ I acknowledge that I DO HAVE product affected by this notification and have disposed of this product in accordance with my institution's policies and procedures.

Qty	Unit of Measure	Affected Lot #(s)	MMS #	MFG Catalog #	Description
			187664	187955	DRESSING, DUODERM X-THIN STR 4"X4" (10/BX)

*Discard Affected lot numbers only

*** The affected lot number(s) are listed on the McKesson customer letter. Please dispose of affected product in accordance with your institution's policies and procedures.**

Credit will only be issued for product(s) listed above with affected lots.

If you have any questions about information provided in this communication, please contact the McKesson Recall Message Center at MMSRecalls@McKesson.com or call (800) 688-8840.

Convatec Reference: TW-2332658

Notice Type: New

Date: Aug-2025

URGENT: MEDICAL DEVICE RECALL

DUODERM XTHIN DRS 10X10CM (1X10PK) NAI

To: Affected Customers / Consignees,

At Convatec, we are deeply committed to enhancing the quality of life for the people we serve. As part of this commitment, we continuously monitor and evaluate the quality and performance of our products to ensure they meet our highest standards.

Following One (1) customer complaint regarding a foreign matter on a product, we have identified a quality issue affecting **a single batch** of our **DUODERM XTHIN DRS 10X10CM (1X10PK) dressing** (**Batch 3L4808**, **ICC 187955**). As a result, we are initiating a **voluntary medical device recall** for this batch.

We want to reassure you that, to date, **no incidents of patient harm** have been reported in connection with this issue. However, as this batch does not meet our stringent quality requirements, we kindly request your support in **immediately discontinuing its use and halting any further distribution**.

We appreciate your continued collaboration and support as we take proactive measures to maintain the quality and reliability our customers expect from us..

Affected Product:

ICC Number	Lot Number	Market Unit Number
187955	**3L4808**	00768455106912

Important Notes:

- The issue is **isolated to this single lot**.
- **Supply impact is expected to be minimal**.
- Only one complaint has been received since the manufacture of the product in November 2023.

Our records indicate that you may have received one or more of the affected products.
We kindly ask you to:

1. Quarantine and stop distribution of any remaining stock.
2. Notify any downstream recipients of this product.
3. Please confirm receipt of this notice and ensure that any affected inventory is identified, managed, and, where applicable, destroyed in coordination with your direct customers. ~~All relevant details, including destruction information, must be submitted via the Electronic FORM, which will be provided separately.~~

Please follow the ***"Your Responsibilities"*** section ~~and ensure to complete the survey in the email~~ as soon as possible or within 30-days of receipt.

YOUR RESPONSIBILITIES

1. Review this notification and ensure that are all relevant stakeholders are aware of the contents.
2. Immediately locate and quarantine affected product in your inventory.
3. ~~Complete the Survey : link sent in the email notification.~~
4. ~~Immediately destroy all affected product, ensuring you Complete Convatec Certificate of Destruction as evidence to support reconciliation and regulatory reporting.~~
5. ~~Your account will be credited for all destroyed product upon receipt of the survey and a Certificate of Destruction which considers your direct customer destruction. Please ensure your account number is correctly identified in the Survey and in the Survey.~~

OTHER INFORMATION

The Competent (Regulatory) Authority of your country has been informed about this communication to customers as required. Please inform Convatec of any adverse events associated with this product.

TRANSMISSION OF THIS COMMUNICATION

- This notice needs to be disseminated on to all who need to be aware within your organisation or to any organisation where the potentially affected devices have been transferred.
- Please maintain awareness on this notice and resulting action for an appropriate period to ensure effectiveness of the corrective action.
- Please report all device-related incidents to the manufacturer, distributor or local representative, and the national Competent Authority if appropriate, as this provides important feedback.

We sincerely **apologize for the inconvenience** this may cause and appreciate your prompt attention to this matter.

We invite you to contact our Customer Service team to place a replacement order and find prompt support.

Thank you for your cooperation and continued support.

Sincerely,

NAME: Lamvohee, Steeve

TITLE: Head of IC/AWC Regulatory Affairs

Signed by:
Steeve Lamvohee
Signer Name: Steeve Lamvohee
Signing Reason: I approve this document
Signing Time: Aug 4, 2025 | 9:05:01 PM BST
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